North Carolina
Department of
Health & Human
Services

NC FAST

North Carolina Families Accessing
Services through Technology

County DSS Directors Update

April 2017

Project 3 Updates – Child Care Conversion

- Cases for Pilot Counties (Buncombe, Durham, Orange and Lee) were activated over the March 12th weekend

- Over the remainder of the March, over 5,000 vouchers were accepted via the Provider Portal

- Attendance was recorded for approximately 5,200 children by over 400 different Providers

- 472 rosters were processed and over $2.7M was paid to Providers via direct deposit in mid-April

- A number of lessons learned and recommended process changes were identified during the first Pilot provider attendance submission and payment cycle

Project 3 Updates – Child Care Conversion

Pilot Lessons Learned:

- Provider outreach is key - NC FAST, Provider Help Desk and DCDEE staff made over 1,100 individual phone calls to providers to remind and encourage them to complete timely attendance and roster submissions
  - The Pilot Counties also conducted their own outreach as well as offered in office support for any provider that came in for assistance

- Providers should not wait to accept vouchers, record attendance and submit their rosters – if they encounter an issue they should submit a help desk ticket immediately

- A number of providers that did not submit their own attendance rosters were not geographically located in the Pilot counties – each county needs to pay close attention to where all of their children are located and make sure each provider is ready to use the portal regardless of whether or not they are geographically located within your county

Project 3 Updates – Child Care Conversion

- Throughout the first Pilot attendance submission cycle, NC FAST and the Pilot counties identified potential changes that could be made to make the submission process work more smoothly
  - Change wording on the roster to more clearly indicate when the roster is fully submitted
  - Update fields that were not allowing a value of 0 to be entered
  - Improving the system performance on certain pages

- In addition to a number of system changes, NC FAST and DCDEE are evaluating ways to improve outreach to providers to relay the importance of submitting timely attendance rosters
  - Automated phone call reminders
  - Potential schedule changes to clarify when a provider should expect to be entering attendance in the provider portal the first time
  - Recommendations for counties to have reimbursement coordinators conduct regular outreach to ensure the providers are taking the necessary actions in a timely manner

Project 3 Updates – Child Care Conversion

- Based upon the initial Pilot run through roster submissions, it was decided that Phase 1 counties would not have cases activated as originally planned in mid-April

- Additional schedule information is in development and will be shared as soon as it is finalized

Project 3 Updates – Child Care Conversion

- There are a number of things that can be done now to ensure that each county has a smooth transition at case activation:
    - Complete all case cleanup actions based on the reports that are being provided through FAST Help (working these reports will reduce the number of cases that need to be updated after case activation)

    - Complete outreach ASAP to providers that have been selected on cases that are NOT currently enrolled or setup with Direct Deposit – a new report has been made available on FAST Help with this information

    - Have your reimbursement coordinators call each provider to ensure that they are aware of the schedule and preparing to use the portal for vouchers, attendance and roster submission when your cases are activated

Project 3 Updates – CIP and LIEAP

Phase 1: April 1, 2017 Go-live:
- Wilson, Carteret, Cherokee, Davidson, Lenoir, New Hanover, Person, and Sampson Counties.

Applications for this group are only CIP.

Phase 1 was extremely successful, to date, no applications have had to be entered into the legacy system. County feedback is positive.

The Pilot and Phase 1 group's participation is critical in the improvement of training and process for the July 2017 statewide launch.

Phase 2: July 1, 2017 Go-Live
- Remaining 88 counties.
- Applications for this group are only CIP.

Project 3 Updates – CIP and LIEAP

Energy Assistance Phase 2 Training Plan:

- Phase 2 County Energy Assistance Training will begin 4/17/17 and run continuously through 6/30/17.

- Counties will be divided into groups based on the number of users to be trained and assigned to a 2 week block of training.

- Counties who use county staff to process energy applications will be trained in the first few weeks.

- Counties who use outside contractors to process energy applications and new staff will be trained closer to the 7/1/17 go live date.

- There are 3 prerequisite WBTs before users are able to sign up for the 4 virtual classes in Sandbox 2.

- Any county who would like to send trainers to a Train-the-Trainer session, contact NCFASTTRAINING@dhhs.nc.gov. Use subject line, "P3 Energy Assistance TTT".

Project 3 CIP and LIEAP –
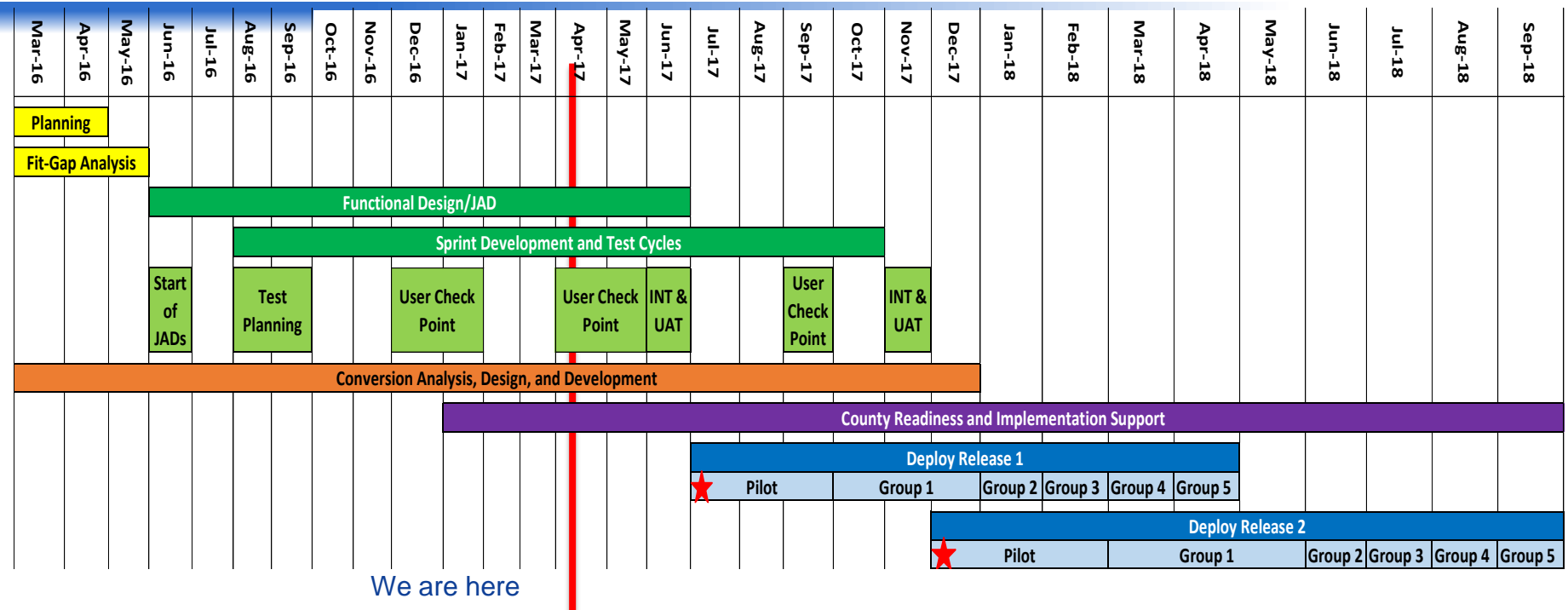# Pilot and Phase-1 Applications & Obligations

4,252 Applications in the12 Pilot and Phase-1 Counties

Application Count by Program and Status	
Crisis Intervention Program (CIP) Approved	1261
Crisis Intervention Program (CIP) Denied	106
Crisis Intervention Program (CIP) Pending	69
Crisis Intervention Program (CIP) Withdrawn	17
Low Income Energy Assistance Program (LIEAP) Approved	2429
Low Income Energy Assistance Program (LIEAP) Denied	288
Low Income Energy Assistance Program (LIEAP) Pending	54
Low Income Energy Assistance Program (LIEAP) Withdrawn	28
TOTAL	**4252**

Allocated in NC FAST as of 4/11/2017

Energy Neighbor	$71,272.55
Federal CIP	$217,522.24
Helping Each Member Cope	$329.00
LIEAP	$675,300.00
Share the Warmth	$3,103.66
Wake Electric Round-up	$1,077.58
TOTAL	**$968,605.03**

Project 4 Timeline

Timeline months: Mar-16, Apr-16, May-16, Jun-16, Jul-16, Aug-16, Sep-16, Oct-16, Nov-16, Dec-16, Jan-17, Feb-17, Mar-17, Apr-17, May-17, Jun-17, Jul-17, Aug-17, Sep-17, Oct-17, Nov-17, Dec-17, Jan-18, Feb-18, Mar-18, Apr-18, May-18, Jun-18, Jul-18, Aug-18, Sep-18

- Planning
- Fit-Gap Analysis
- Functional Design/JAD
- Sprint Development and Test Cycles
- Start of JADs
- Test Planning
- User Check Point
- User Check Point
- INT & UAT
- User Check Point
- INT & UAT
- Conversion Analysis, Design, and Development
- County Readiness and Implementation Support
- Deploy Release 1: Pilot | Group 1 | Group 2 | Group 3 | Group 4 | Group 5
- Deploy Release 2: Pilot | Group 1 | Group 2 | Group 3 | Group 4 | Group 5

We are here

NC legislation intent is that P4-Child Services be operational by the end of 2017. Full deployment to all counties is planned over 18 months through the end of 2018.

User Checkpoints provide the opportunity for Pilot and Group 1 (JAD participant) counties to have hands-on access to the system at multiple times during design and development. The first User Checkpoint was held the last two weeks in January with participants rating the system as "satisfactory" or "very satisfactory."

User Acceptance Testing allows extensive testing by county staff prior to each release.

Extended Pilot county and Group 1 deployments are planned (3 months each) to allow adequate time for application stability, user training, and process reviews.

Project 4 Updates

- Joint application design (JAD) activities continue with input from 8 counties: Buncombe, Carteret, Catawba, Chatham, Cleveland, Orange, Richmond, Rowan, and the state DSS; added Pilot counties to participate in design and review activities.

- Data conversion "hybrid" strategy approved by EAC in March.

- NC FAST Mobile team initiated the requirements review sessions; Planning for mobile app configuration and implementation is now underway.

- Exploring options for how to establish a statewide document management solution leveraging county investments; software selection anticipated in April.

- Continuing to engage Pilot Counties in design activities. Pilots and Group 1 counties recently participated in a Readiness Workshop to prepare detailed readiness plans for their upcoming NC FAST implementation. Three User Checkpoint #2 sessions will be held the first 3 weeks of May.

- Holding monthly status meetings with State DSS leadership and Tri-chair committee; providing Project 4 briefings at state and regional director meetings.

- Communication: Posted training materials and project status information on the Learning Gateway collaboration site (ncfasttraining.nc.gov) and via the project email address (NCFAST_4_Child_Services@dhhs.nc.gov).

Project 4 Activities

- Pilot and Group 1 Planning Workshops: March 28-30 or April 11-13

- NC FAST demo and Hands-on Mobile App Event - Statewide Directors Meeting: April 26-28

- User Checkpoint #2:

  - May 2-4

  - May 9-11

  - May 16-18

- User Acceptance Testing: June-July

- Release 1 Pilot Go-Live: July 31

Project 4 Approved Implementation Approach

Pilot
Franklin, Guilford, Richmond, Rockingham, Sampson

Group 1
Buncombe, Carteret, Catawba, Chatham, Cleveland, Orange, Rowan

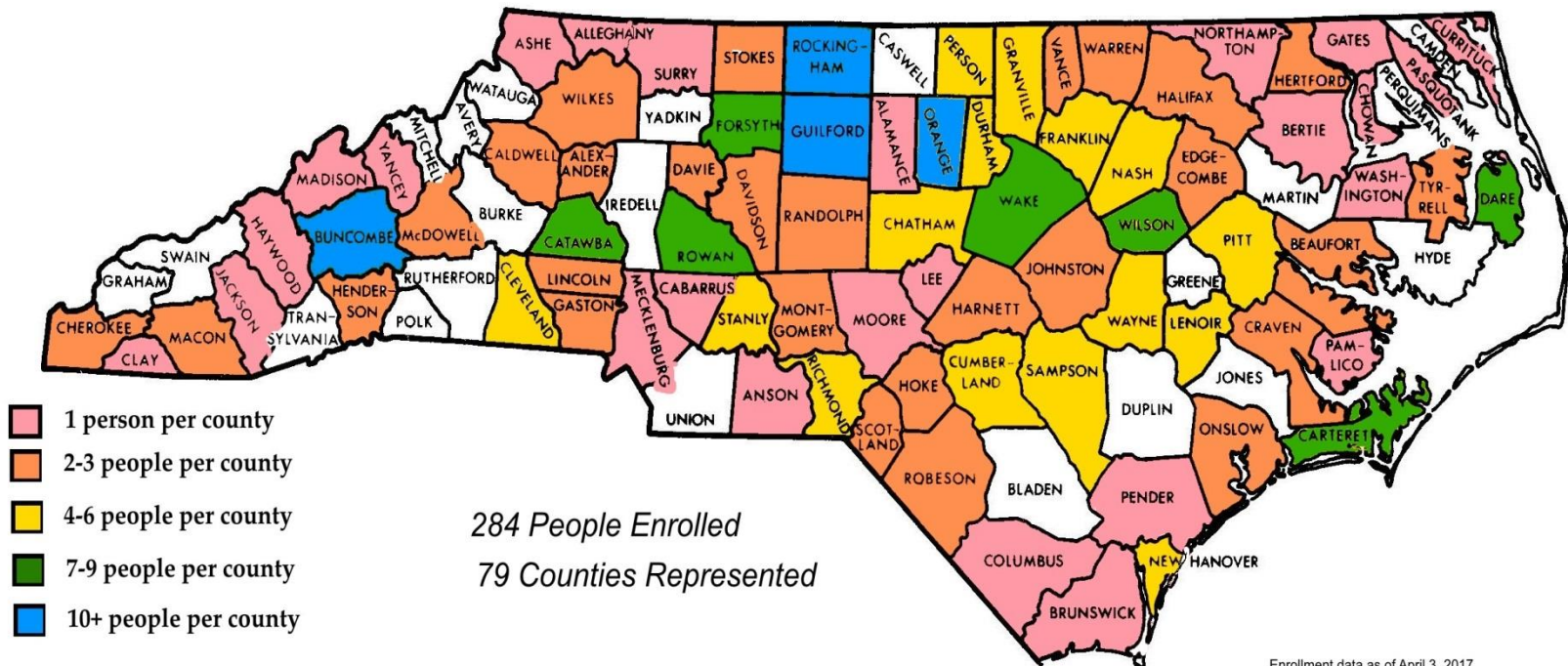**Group 2**   **Group 3**   **Group 4**   **Group 5**

Approved by Tri-Chairs and EAC, subject to endorsement by pilot county directors based on pilot county deployment results.

Project 4 Communication

County action items:
1. Get all Child Services staff to sign up for Learning Gateway: **https//:ncfasttraining.nc.gov**
2. Get all Child Services staff to sign up for email distributions:
   NCFAST_4_Child_Services@dhhs.nc.gov

Enrollment in the NC FAST Learning Gateway:

284 People Enrolled
79 Counties Represented

Legend:
- 1 person per county
- 2-3 people per county
- 4-6 people per county
- 7-9 people per county
- 10+ people per county

Enrollment data as of April 3, 2017

Project 4 Computer Requirements

- **Primary Computer**
  - o Every social worker and supervisor will need a primary work computer
  - o Computer can be either a desktop, laptop, or hybrid (e.g., Microsoft Surface)
  - o Hardware requirements consistent with version of NC FAST currently in production
- **Working Outside the DSS Office**
  - o **Option 1 – Mobile Tablet:** Apple iPad Tablet computer – Access CPS/Investigator-specific functionality via an app
    - – User interface optimized to support field work, plus includes multimedia features
    - – Not intended to be used for all CPS worker's job functions
    - – Supports connected/disconnected use – great for rural counties
    - – Supports **Apple iOS only** at this time
    - – Devices can be individually assigned or could be pooled and assigned on a check-in/check-out basis
    - – App not able to be used on a iPhone due to design of user interface
  - o **Option 2 – Laptop/Hybrid:** – Access NC FAST through internet browser
    - – This scenario is using the standard NC FAST system remotely, not a mobile app
    - – Requires an internet connection at all times when using NC FAST
    - – User interface in NC FAST is not optimized for use in client interactions
    - – May make sense for use at the courthouse and between home visits to complete paperwork without having to travel back to the office
    - – A mobile app that runs on the Microsoft Surface is not planned at this time
  - o **Option 3 – No Computing Device:**
    - – Use current process in the field; update data in NC FAST when back at the office
    - – No mobile hardware cost

Project 8 Timeline

NC FAST P8 Timeline
(through 3Q 2017)

Project Team / Role Name	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	17-Jan	17-Feb	17-Mar
Project 8 EBCI	Detailed Design								
	Development								
	Test Planning								
	Testing Execution								
							IT Interface Testing		
								Training	
	Deploy Manual Forms	Deploy Central Print Forms, CSDW Changes		Deploy Benefit History Revision Screen, Forms, Recipient File Changes	Deploy County Work Queues, Forms; Add EBCI County Location to Admin Screen	Deploy DOC Interface Change		Perform System Partner Interface Testing; Deploy Additional System Changes; Begin EBCI User Training	Deploy EBCI Report; Complete System Partner Interface Testing; Complete EBCI User Training

Note: Implementation of EBCI is temporarily on hold due to IRS data security issues. When IRS approval has been granted for data re-disclosure to EBCI, the State will implement EBCI within a 90-day time frame.

Project 8 (Eastern Band of Cherokee Indians)

- Project 8, scheduled for implementation on 4/1/17, is being delayed due to issues with IRS data security. DHHS is working closely with the IRS to move forward as quickly as possible.

- Various system changes have been made to NC FAST for EBCI including changes related to forms, reports, interfaces and workflows, and were deployed through 7 system releases.

- The final NC FAST system revisions, and the new EBCI - Medicaid Child Support Referral report were deployed in the March 2017 system release.

- System partner interface testing has been completed for ACTS, CSDW, DOC, EPICS, IEVS (MCI/SDX) and FIS EBT.

- EBCI face-to-face user training for NC FAST SNAP / FNS and Medicaid / NC Health Choice has been completed.

- When IRS approval is granted for data re-disclosure to EBCI, the State will implement EBCI within a 90-day time frame. Final NC FAST system configuration, case transfer notices and re-training will be accomplished done at that time.

Project 9 Timeline

NC FAST P9 Timeline
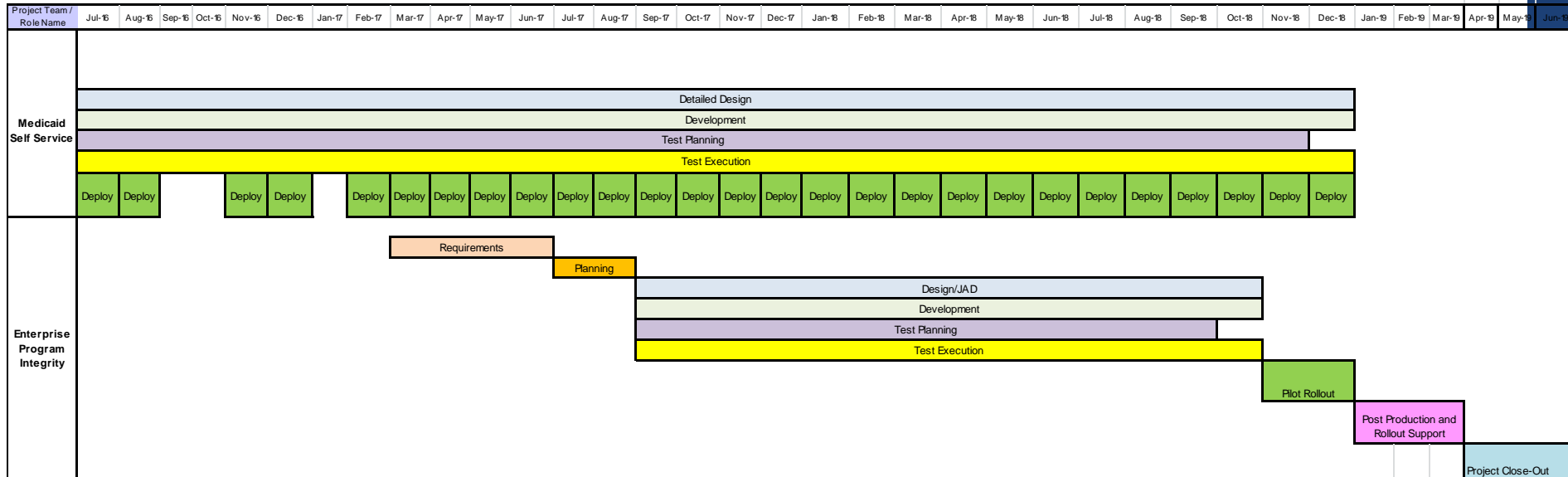
New system functionality and change requests (enhancements) for Medicaid will be prioritized by the Business and worked by the development team in Sprints.

Project 9 - Medicaid Self-Service and Enterprise Program Integrity

- 2.15M 1095-B Health Coverage Electronic information transmitted to the IRS on March 17. IRS address validations do not allow hyphens (-) which caused some records to reject. We are updating that information and will be sending replacements in April.

- Corrections to any 1095-B notices will be sent after the replacements are transmitted to IRS in April.

- NC FAST will begin implementation of Program Integrity requirements in the Spring of 2017, Federal Approval for Accenture Amendment 8 received April 11. Target kickoff in May.

- Updated MA/MAGI Pending Apps O&M Report to align with Report Card dates. This update to the Program Requested Date impacts Traditional Retro, Forced, LIS, FFM applications and aligns the dates to be consistent with the dates used in Report Cards. This was implemented on March 24, 2017

- Updated O&M Pending App Reports to align with the existing logic for exclude time and MAD calculations used in Report Card . This was implemented on April 8.

- Updated Report Card to count application approvals at the individual level which is consistent with the way that denials are counted and may potentially improve the county timeliness percentages.

- Online Appeals development is complete. Deployed on April 8, 2017.

- Development for Foster Care-MAGI and Account transfer Schema validations is in progress. Planned for deploy in May, 2017.

Project 9 - Secure Inbox (New functionality)

Current Capabilities which benefit counties:
After ***account linking***

- Customers can submit a Change of Circumstance online for:

    - ❖ Income change

    - ❖ New Income

    - ❖ Address change

    - ❖ Tax Filing Status change

    - ❖ View their case information (evidence) that is on file: Household members, address, income details

- Signing up for Secure Inbox will enable customers to view notices [DMA-5059 and DMA-5097] online.

- NC FAST and DMA continue to explore automation options to streamline the registration process.